

**End of year report- Reprographics Service 2015-2016**

<b>Work with other services to review and maximise the effectiveness of the Council's Document Management System and Mail Service</b>	<b>Baseline (from previous year)</b>	<b>Target</b>	<b>Outcome</b>
To review the service delivered by the DMS team and ensure that the system is being used effectively between services and makes the best use of ICT facilities.	N/A	By Feb 2016	Achieved (see * for further explanation)
All documents to be scanned and indexed within 24hours.	95%	99%	99%
Mail to be sorted, franked and ready for collection each day.	99%	99%	99%
*A DMS review with Planning Services resulted in a more efficient way to index and redact document, avoiding duplication by both teams.			

<b>Provide a high quality and cost-effective Graphic Design, Printing and Stationery service (Reprographics)</b>	<b>Baseline (from previous year)</b>	<b>Target</b>	<b>Outcome</b>
Printing Agenda for Council/Committees, etc, within 5 working days of a meeting (statutory).	100%	100%	100%
Create artwork from conception to completion within 5 working days.	95%	95%	95%

<b>To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.</b>	<b>Baseline</b>	<b>Target</b>	<b>Outcome</b>
To maintain a well trained, skilled workforce through the performance management arrangements within the organisation.	Full team employed	All staff undertake appraisals	All appraisals completed
Appraisals to be completed annually.	100% on time	100% on time	100% completed
Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	100% up to date	100% up to date	100% up To date